

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Michael P. Lilly, *et al.* **Confirmation No.:** 1577
Application No.: 09/690,566 **Group Art Unit:** 3623
Filing Date: October 17, 2000 **Examiner:** Van Doren, Beth
For: System and Method for Determining and Reducing Customer Service Impact

MAIL STOP AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

<i>Electronic Filing</i> I hereby certify that this paper (along with any referenced attachments) is being transmitted via the USPTO electronic filing system in accordance with 37 CFR § 1.6(a)(4).	
Dated:	June 29, 2009
Signature:	 Rachel M. McGuinness

REPLY PURSUANT TO 37 CFR § 1.116

In response to the Official Action dated August 18, 2008, reconsideration is respectfully requested in view of the amendments and/or remarks as indicated below:

- Amendments to the Specification** begin on page ___ of this paper.
- Amendments to the Claims** are reflected in the listing of the claims which begins on page 2 of this paper.
- Amendments to the Drawings** begin on page ___ of this paper and include an attached replacement sheet.
- Remarks** begin on page 17 of this paper.